
Lifecycle Management and Reliability at Schlumberger

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Quality and Reliability Design Manager – IT Transformation

Transformation at Schlumberger

- The E&P industry is facing greater challenges and needs faster, more reliable service
- Schlumberger embarked on a program to change the way we work
- Our goal is to deliver a step change in technology, reliability, efficiency and integration

Industry Challenges



Technology

Extending technical performance with game-changing technology



Reliability

Learning from other industries and adopting new ways of working



Efficiency

Optimizing the support platform and leveraging scale



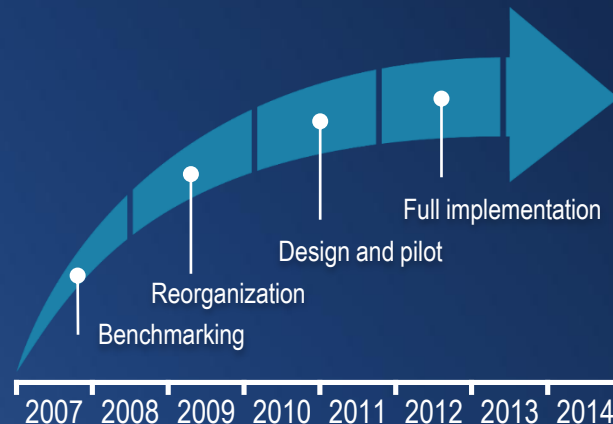
Integration

Aligning technical and commercial interests across the E&P value chain

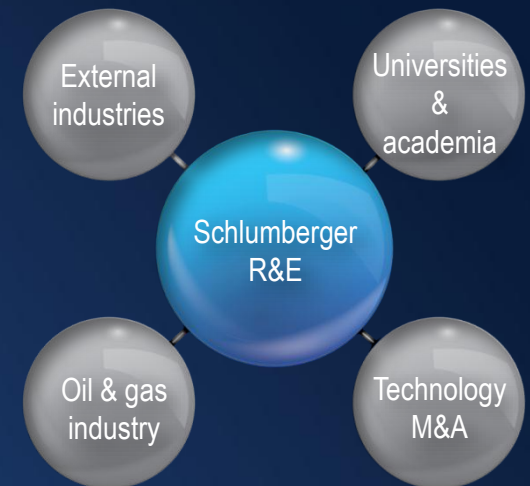
Technology

- Increasing rate of innovation
- Shortening time to market
- Improving product performance

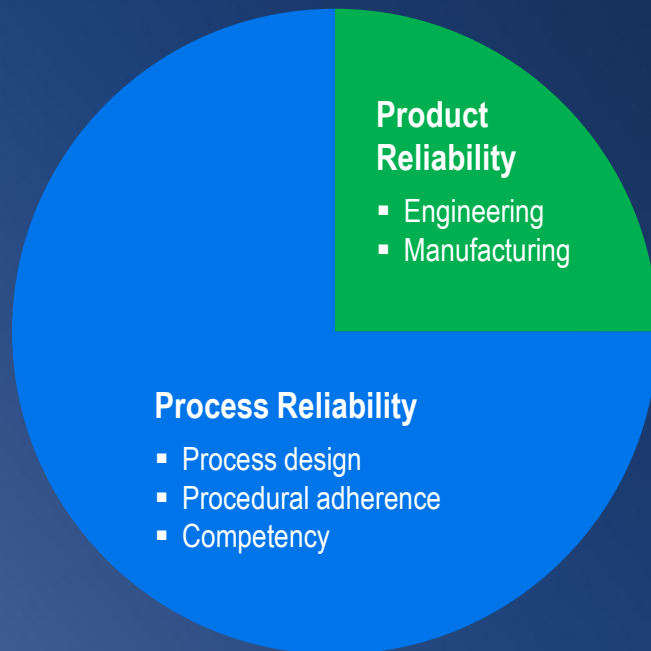
R&E transformation



Network of innovation



Principal Causes of Customer Nonproductive Time



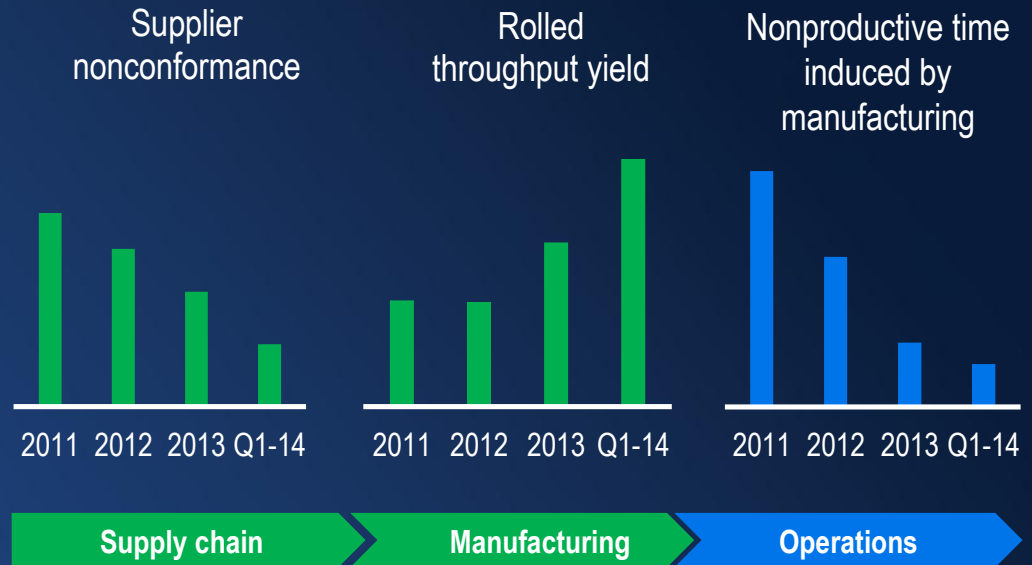
“...our key challenges are around developing systematic and repeatable processes...”

“...there is an influx of inexperience in the industry...it is important to eliminate shortcuts being taken in our operations...”

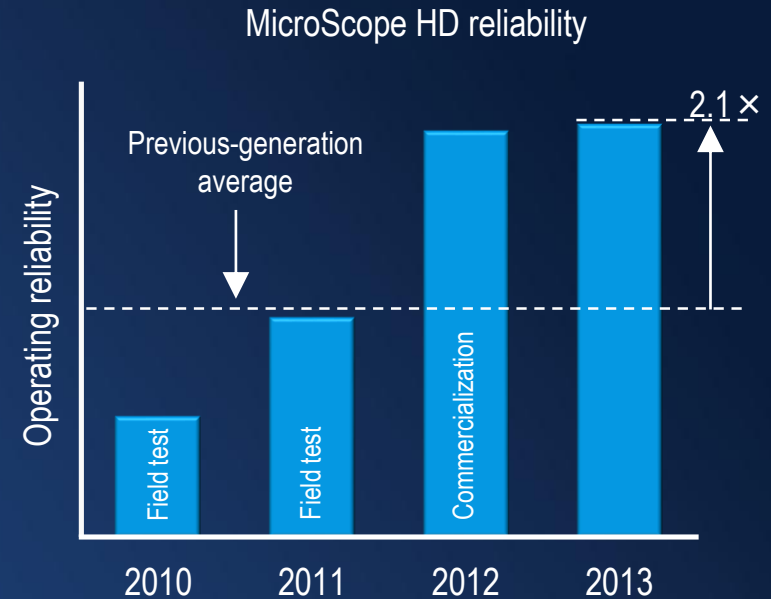
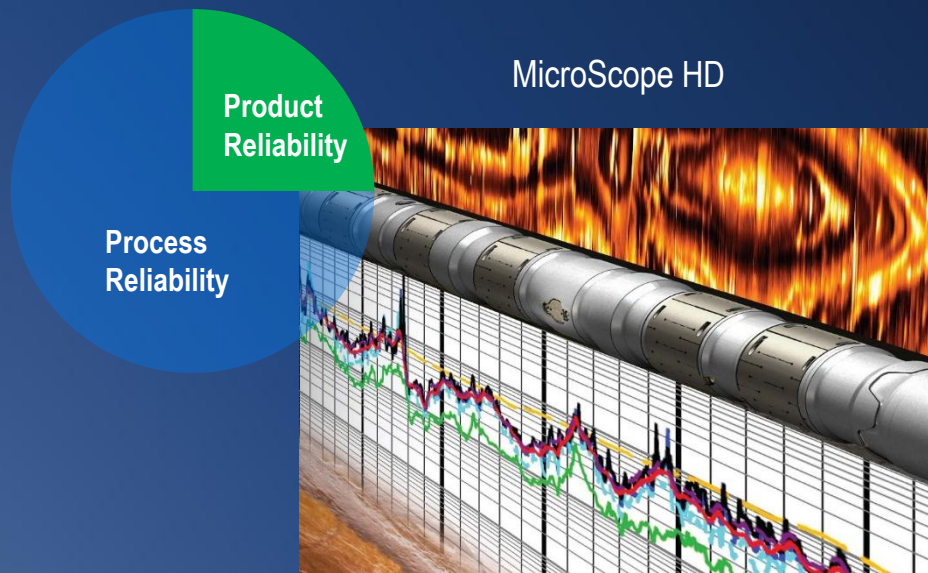
“...changing the conversation from delivering safe operations to delivering perfect operations...”

Comments from major customers

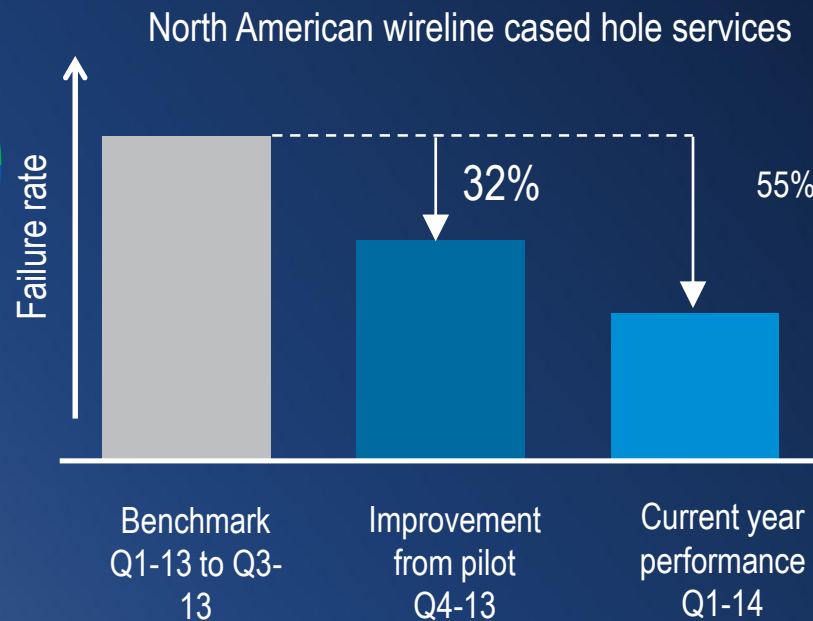
Product Reliability – Manufacturing



Product Reliability – Out-of-the-Box Performance



Process Reliability – Procedural Adherence



Process Reliability – Competency



Questions?